THE IPN DISPATCH

New Working Fire Category

*** Attention Maryland Dispatchers ***

Effective September 1st, The Maryland Chapter (MAR) will begin using a Working Fire category in addition to the 1 Alarm Fire category. This alert type will be utilized for all fires in the state where the incident commander has called for the "Working Fire Dispatch". Please be sure to reinforce the category choice by indicating "W/F Disp Req" in the narrative.

For fires where a full 1st Alarm is operating (ie-Fire Showing, Charging Lines, Etc) but the W/F Dispatch has not been called the page should be going to 1 Alarm Fire. Minor fires will continue to be paged to the Smoke Damage category. Dispatchers that do not have damage categories should contact support to have them enabled.

Virtual Town Hall

The IPN dispatch administrators will host a virtual town hall meeting in the chat room on Friday September 9th starting at 6PM (Eastern). This is the first time we are doing this and hope to help everyone with unanswered questions and concerns. There are no stupid questions. Please stop in and introduce yourself.

PulsePoint Bug

Attentive IPN dispatchers were quick to notice a new bug with the PulsePoint application. This issue only affected people using Apple products and resulted in the program closing when a subsequent alert comes in. Most users are not as hard core as many of you so the problem wouldn't have been identified without your help.

Our support team was able to notify our technology partners at PulsePoint and work with their programmers to determine what the issue was. They were thankful for the input and began work on a patch right away. An update was issued on August 19th and all dispatchers are encouraged to get the latest release.

The PulsePoint app is a great way to increase your activity level. If they do not have areas covered where you live they most likely cover areas near you. IPN support is happy to set you up with additional access if you want to expand your dispatch account

IPN Dispatcher of the Month

We are pleased to announce that **FLA140** has been named DOTM!

Congratulations on celebrating 16 years with IPN!

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

Kudos to ALL of our dispatch team.

In This Issue

Spotlight On: Malicious Destruction

We hear them all the time. Police are looking for a kid that tagged a building, Someone drove down the street with a BB gun and took out a store window or there was a dispute in the pizza shop where a customer busted the place up. Are these pagable? Absolutely!

In most cases these aren't a major or newsworthy occurrence; but, there will be times that police are searching the area. If they are actively canvassing the area to find the suspect, then you can send a Perp Search call. This of course does not apply if the suspect drove off or is assumed to have left the immediate area.

In addition, you can send this info out over Structure Damage. Each of the three scenarios above qualifies for a structure damage page. In cases where there is a Perp Search you can send two pages! One page goes to the Mainstream group and the other goes to the expansion category. That's right! You get credit for sending two alerts on one incident that many think is not a pagable event. Now you know.

Feed Review
-Part 4 of 4: San Diego County: City of San Diego

The city of San Diego maintains their own emergency dispatch center as well as a back-up center fail-safe. Their call sign was previously "San Diego" but they are now referred to over the air as "Metro." With a population of 1.4 million, San Diego is the 8th largest city in the US. Understandably, their fire department responds to over 130,000 calls annually. The city covers miles of beaches, 2 international border crossings, deep canyons, and river beds. Large-scale brush fire responses during the summer months are common and the city has several dedicated helicopters. As with any big city, fatal car accidents, working fires, and miscellaneous rescues are almost a daily occurrence.

Metro operates on an 800mhz trunked system with multiple talk groups, some of which are: Admin, Dispatch, Medical Aid, Traffic Accidents, and 4 major incident commands. Their fire dispatchers are trained in Emergency Medical Dispatch and are members of the 2nd largest municipal fire department in California (LAFD is #1).

The Broadcastify feed is very reliable with good audio and a near 100% up-time. The city participates in PulsePoint and also hosts a very useful online CAD to the public.

In addition to dispatching for the city proper, Metro has been contracted to dispatch for the cities of Chula Vista, Imperial Beach, National City, Coronado, and Poway. Additionally, Cal Fire units operating in Poway are directly dispatched by Metro.

Metro Feed   SDFD Online CAD   SDFD Website

Following a poll on our dispatcher facebook page, the newsletter staff will no longer publish a monthly feed review.

Chapter Stats

The July Stats have arrived. The big surprise is that the great state of Florida is "stuck" in the #3 spot again. They are still posting amazing numbers but New York and California are doing just a little bit better. For the month, the top three states dispatched 2935, 2032 & 2004.

There was a little shuffling around with the remaining 7 spots. Pennsylvania had its second 1000+ incident month this year. Great job!

Honorable mention for July goes out to the Canadian Province of Ontario who continues to put up solid numbers. This month they sent just shy of 600 notifications which is a tremendous effort.

JULY
CALIFORNIA
NEW YORK
FLORIDA
MASS
PENNSYLVANIA
NEW JERSEY
ILLINOIS
TEXAS
MARYLAND
OHIO

Photo by:
Anthony Klucznik

08-19-2016   15:33   West Chester, PA (Chester County) | 1ALM | 1130 Talleyrand Rd | Eng 53 o/s with a dwelling fully involved, water supply issues, req m/a for tankers, exterior ops M/A: Delaware County | DEL007

08-15-2016
12:42
PEN|
Northampton
County (Easton)|
3 Alarm Fire|
620 Coal St|
3rd Alarm,
Defensive
Operations For
Fire In 2 Story
Vacant Factory.|
PEN080

Photos by:
Chuck Lowe

Ask QA
-Incident Poaching

"I got a text in my chapter that was not in the right city and the address was wrong too. Do I really have to IPN Mail the dispatcher and wait for a reply before I can fix their bad page?"

You already know the answer to this one: Yes you do. Why? Well because we all make mistakes and we are a team here. Give the original dispatcher a chance to fix their mistakes before you poach their call. Remember, it is always possible that our own geocoding changed the correct information they entered (a situation our admin team should be made aware of).

Do you have a question for our QA staff? Send it to support@incidentpage.net

Complete Address

Our QA team would like to remind all dispatchers that we must have complete addresses on every call that is transmitted. This is not only to maintain our level of professionalism but also to ensure the call geocodes. Here are some things to remember:

An address consists of a street number, the street name and the suffix. We understand that there will be exceptions, such as 888 Broadway. Locations that do have a suffix must always include the suffix when the call is transmitted to our members. Some cities have a Highland St and a Highland Ave. A page with 298 Highland is ineffective. Even if there is only one, 298 Highland Ave is required.

The word "and" is not allowed when sending a call for an intersection. Please use "&" on every intersection notification.

Business names are great in the narrative but not in the address box. It takes seconds to look up the business on Goggle and acquire the complete street address.

Highway entries must use the full name of the highway. Entering a number such as "5 & 22" when the location is "I-5 & SR-22" is just laziness.

EMS Humor

How many IPN Admins does it take to screw in a lightbulb?

One, they just hold it up and the world revolves around them.

Knock knock
Who's there?
Hipaa
Hipaa who?
I'm sorry, I can't tell you that information.

Ruthe Phoenix
@RuthePhoenix

Took the batteries out of the carbon monoxide alarm because the loud beeping was giving me a headache and making me feel sick and dizzy.

1:55 AM · 07 Dec 15

2,313 RETWEETS **3,701** LIKES

EMS Trivia
-Ambulances

The history of the ambulance begins in ancient times, with the use of carts to transport incurable patients by force. Ambulances were first used for emergency transport in 1487 by the Spanish forces during the siege of Málaga by the Catholic Monarchs against the Emirate of Granada, and civilian variants were put into operation in the 1830s.

Advances in technology throughout the 19th and 20th centuries led to the modern self-powered ambulances.